

Alerts Monthly Status Report October 1999

Program Management Phase II Input:

- **Coding Update for Phase II Internet Explorer Fix, Functional Test Now To Be Held in Columbus:** In March 1999, the Alerts Phase II application was functionally certified as meeting the requirements of the SSS. The Customer Access portion of the application is a web piece that requires the use of Netscape's browser software. Since that time, DCMC tasked DITC and ManTech with updating the Alerts application so the web portion of the application would work with the Microsoft Internet Explorer browser as well as the Netscape browser. In addition, DITC and ManTech were also asked to fix minor problems that had been identified during initial training of DCMC end users. This coding effort is now complete. ManTech delivered the modified Alerts application to DITC on October 19 for System Testing. Once the DITC System Test is complete, DITC will certify the application and begin making preparations for the 2-week Functional Test to be conducted in Columbus November 29 through December 10, 1999. Atlanta was replaced as the FT site due to the unavailability of their test room for asbestos removal efforts.
- **Shared Data Warehouse (SDW) Version 8.5 and the Alerts Environmental Test:** SDW V8.5, which interfaces to the Alerts Phase II application, was successfully tested and was certified on October 8, 1999. The SDW Project Officer and Functional Sponsor plan to provide a Milestone III (Deployment) decision brief to the DCMC IT Joint Steering Group on November 10, and to the DCMC Commander on November 16. If granted authorization, SDW V8.5 would be installed at the Defense Mega Center Columbus on November 19. If the installation is delayed until after the DCMC Y2K blackout period in January, there could be impacts to the Alerts Environmental Test. The Alerts ET is scheduled in Phoenix for 2 weeks, starting at the end of January 2000.
- **Alerts Home Page Updates:** The September Alerts monthly report was posted. The Alerts Home Page address is <http://www.dcmc.hq.dla.mil/teaminfo/Alerts/Index.htm>

DCMC-OB (Functional Sponsor) Phase I Input:

Review of Customers Needs and the Alerts Process: DCMC customers are expressing their priority needs via initiatives, such as DSCC Line of Balance (LOB), DSCC IPG1, DSCC CPL, and DSCR's use of third party support to chase backorders. The Alerts process is under evaluation to determine if the customer's needs will continue to be met, regardless of customer initiative as long as the common denominator remains "urgently needed items". If necessary we will improve the process to ensure we are satisfying the customers needs and meeting their expectations.

Schedule and Delivery Management Overview to DSCP: DCMC provided a Schedule and Delivery Management Overview to DSCP that focused on the Alerts Process on October 14, 1999. There is renewed interest in having the current version of the application installed and training provided. The updated version will be provided from DCMDE to DSCP. A specific Alerts Operational training session has been offered to the CLR to ensure that there is a common knowledge base and language.

Application Problems, Use of DCMC Help Desk for External Customers is

Authorized: The Customers continue to have application problems, which require assistance from the Alerts Technical personnel. Most currently there are issues of “firewalls”. There remains a misperception that the DCMC Customer Response Center (CRC) helpdesk, 888-576-DCMC, will not support Customers external to DCMC when they have Alerts application problems. *The CRC has been given direction to support all Alerts customers.* This will be addressed in the Alerts training for both DCMC and the Customer.

DCMDW Phase II Input:

- **Environmental and Operational Test Sites:** Phoenix will be the DCMC ET site and Phoenix and Chicago are the DCMDW sites for OT. Phoenix may have a schedule problem if Alerts starts the ET on January 24. Mr. Sharp, the Phoenix POC, is checking the dates.
- **Phase II Customer Training Working Group Meeting:** Ray Curtis, Oscar Rocha and Bill Luzinski attended the working group meeting in Atlanta the week of October 25 to develop the External Customer Training Package.

DCMDW Phase I Input:

- **Alerts and EDW:** Discussion with DCMC Phoenix revealed that there is no electronic means currently to store Alerts data in the EDW electronic contract folder without first copying a document and then scanning back to the EDW system. The Alerts and EDW Functional Sponsors are discussing workarounds and possible Phase III enhancements to the Alerts application.
- **DCMC Long Beach Alerts Briefing:** DCMC Long Beach had requested an Alerts briefing for users and Management. The briefing was presented by the DCMDW Alerts Team this month.

DCMDE Phase II Input:

- **Customer Training Development Working Group:** The Customer Training Development Working Group was held in Atlanta Oct 25 - 29, 1999. The group developed a Student Guide, Lesson Plan, and Brief and reviewed the Customer User's Manual. The remainder of the manual will be completed in November.
- **Functional Test Preparations:** Test of the fixes for the minor 'Bugs' found during the training classes in April 1999 has begun in Atlanta. This test will be complete by mid November. The Functional Test Condition Log is in the process of being reviewed and updated in preparation of the upcoming FT in Columbus Nov 29 - Dec 10. Review/Update will be complete by 19 Nov.

DCMDE Phase I Input:

- **DCMC Raytheon Training:** At the request of DCMC Raytheon Management, Bob Gautreau and Bill Guillen conducted a training session for 18 DCMC Raytheon associates.

DCMDI Input:

- **Alerts Problems and Personnel Changes:** International has not experienced any major problems with the Alerts program during the past month. DCMC Americas made the following personnel changes: Ms Debbie Key, CAO Alerts POC and CAO SYSOP, Phone (613) 996-5121. She replaces Mr. Norman Coffman.

V/R

Mark E. Philip

DCMC Alerts Program Manager

DSN 427-6345, Commercial 703-767-6345, mark_philip@hq.dla.mil